



## **CITY OF COLWOOD**

### **JOB DESCRIPTION**

**TITLE:** EXECUTIVE LIAISON

**DEPARTMENT:** ADMINISTRATION

**POSITION TYPE:** TEMPORARY FULL-TIME EXEMPT POSITION – approximate 18-month term

**PAY RANGE:** GRP1; \$71,838.09 – 84,515.39 – 97,192.70

**LAST UPDATED:** FEBRUARY 2025

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### **NATURE AND SCOPE OF WORK**

Reporting to the Manager of Corporate Services, this position works in a challenging, fast-paced environment and provides a broad range of senior administrative support services to the Chief Administrative Officer (CAO), Mayor, Council, and Senior Management team. The work is varied and complex and both a responsive and proactive approach to this role is necessary.

The Executive Liaison provides regular assistance to the Mayor and CAO to manage and prioritize communications and activities; research and prepare information; liaises and builds strong working relationships with a wide variety of internal and external contacts and community partners; and works with committees as required. In doing so, the Executive Liaison ensures confidentiality, tact, discretion, and sensitivity in all aspects of the work, and possesses strong organizational, administrative, research and analytical skills, and exercises sound judgement.

Additionally, as a team member within the City of Colwood team and workplace community, the Executive Liaison models, promotes and ensures adherence to all workplace policies and work procedures, including but not limited to demonstrating personal leadership and commitment to ethical and respectful conduct and contributing to the physical and psychological safety of the work environment.

### **DUTIES AND RESPONSIBILITIES**

- Administers the day-to-day operation of the Office of the Mayor and CAO.
- Maintains a high level of day-to-day contact with Mayor and Council ensuring effective communication with the CAO regarding operational matters.
- Manages the calendars and schedules of the Mayor, CAO, and Council through careful planning, coordination, and communication to maximize time management and ensures all priorities, commitments and deadlines are met.
- Reviews, tracks, and determines the priority of all correspondence directed to the Mayor, CAO, and Council.
- Manages telephone calls, schedules appointments, receives visitors and responds to enquiries for the Mayor, CAO and members of Council.
- Investigates and coordinates the resolution of complaints and issues brought to the attention of the Mayor, CAO, and members of Council.

- Coordinates travel and meeting plans, including conference and registrations for the Mayor, CAO and Council as required.
- Composes, prepares, and proofreads a variety of confidential correspondence, memos, detailed reports and ensures security of confidential and restricted documents.
- Compiles reports; organizes appropriate materials for meetings, conferences, and appointments.
- Provides coordination and follow-up for Council initiatives and special projects.
- Facilitates meetings of the Senior Management Team to ensure ongoing communications, and consistency.
- Coordinates meetings, prepares agendas, records minutes, and liaises with attendees as required.
- Conducts research assignments, undertakes special projects and assists in the development of written and verbal staff reports to Council.
- Interacts with representatives of the provincial and federal government, boards, commissions, media, and the public in a professional manner with a sound appreciation of, and sensitivity to, the political issues affecting the City.

#### **Resource Management**

- Reconciles credit card transactions for the Mayor and CAO; processes accounts payable items and ensures documentation, calculations, coding and signing authorities are accurate.
- Reconciles and verifies travel and expense claims for the Mayor, CAO and Council.
- Assists with Timesheets and Requests for Leave management.

#### **Relationship Management**

- Fosters and maintains collaborative partnerships and positive, solution-oriented working relationships with the Mayor and Council, management, staff, community members, and various external partners to ensure timely services are provided to support strategic initiatives.
- Liaises, collaborates, and develops and maintains positive external relations with federal and provincial agencies, local governments, First Nations, and other community and municipal associations.

#### **Strategic Planning Assistance**

- Contributes to the development of corporate policies and strategic directions based on information from a variety of sources.
- In consultation with the Mayor, CAO and senior staff, promotes the City's vision to advance key corporate priorities through monitoring and evaluating the progress of Council's strategic plan.



## **MINIMUM TRAINING AND EXPERIENCE REQUIRED**

- Completion of Grade 12 supplemented by formal education in Local Government Administration such as:
  - Certificate in Local Government Administration
  - Municipal Administrative Training Institute (MATI) Program
- Minimum five (5) years related progressive administrative experience in a local government or related environment.
- In addition, considerable knowledge of local government, Council, committee and related official bodies and boards, including procedures along with demonstrated understanding of the Local Government Act, Community Charter, Freedom of Information and Protection of Privacy Act, bylaws, statutes, policies and related acts and regulations is required.  
*\*an equivalent combination of training and experience may be considered.*
- The ability to work varied hours is required.

## **COMPETENCIES**

- **Strategic Agility**: Anticipates future needs, opportunities, and consequences. Uses a proactive approach to take action and achieve desired outcomes.
- **Innovation**: Strives for innovation in the workplace. Champions new ideas and creative solutions.
- **Change Management**: Actively promotes appropriate change as a necessary business function. Leads people through transition and change.
- **Collaboration**: Uses a consultative approach to initiate and foster a spirit of cooperation to achieve corporate goals.
- **Customer Focus**: Provides excellent service to both internal and external customers.
- **Safety Focus**: Remains mindful of physical and psychological safety at all times and plans, assigns, supervises, and performs work in a way that minimizes risk of injury to self and others and models sound occupational health and safety practices.
- **Personal Insight and Rapport**: Demonstrates Colwood's values, awareness of strengths and weaknesses, seeks feedback, fulfills commitments, demonstrates courage to do what is right.
- **Supporting Employees**: Empowers employees to contribute to organizational success. Models and encourages compassion, empathy, integrity, and strength of character.

### **Presenting and Communicating Information**

Demonstrates an ability to communicate effectively in a wide variety of methods and situations applying diplomacy and interpersonal skills to successfully complete positional duties and establish and maintain productive relationships.

### **Client Focus**

The ability to demonstrate a high level of focus on internal and external client service delivery, setting priorities based on client needs and continuously seeking ways to meet and exceed client expectations.

### **Knowledge and Expertise**

The ability to make use of the skills, knowledge, and professional proficiencies required by the position, and the use of this expertise to serve the objectives of both the department and City as a whole.

**Cultivates Strong Relationships**

Building strong and trusting relationships and bringing a taxpayer-centric mindset and focus to all elements of the organization.

**Conflict Management**

Demonstrates an ability to intervene effectively in conflict situations, focusing on common objectives and maintaining productive relationships by understanding the underlying interests of others.

**Attention to Detail**

Demonstrates attention to accuracy, completeness, and timeliness in tasks, approaching work in a disciplined and orderly fashion.

**Problem Solving**

Demonstrates ability and motivation in gathering, integrating, and analyzing data.

**Initiative**

Demonstrates initiative without specific direction; completes tasks by removing barriers and locating necessary resources.

**Flexibility and Adaptability**

Demonstrates an ability to adapt and thrive in an atmosphere of changing priorities and circumstances.

**Teamwork and Collaboration**

Demonstrates the ability to work cooperatively within a team, and with individuals throughout the organization, to achieve optimal results.

**Valuing Diversity**

The ability to promote a workplace where diversity is welcomed, valued, and expressed in practice.